

## MESSAGE FROM THE ADMINISTRATOR

### 1999 National Partnership for Reinventing Government (NPR) Employee Survey

Dear NASA Team Member,

In 1998 and 1999, the National Partnership for Reinventing Government and the Office of Personnel Management conducted extensive surveys of Federal employees to learn their perspectives on reinvention and workplace issues.

Today, I would like to share the results of the 1999 survey with you. The NASA employees who responded to the survey have provided invaluable insight into how you, our most important asset, view your "home away from home." Of the 32 issues addressed in the survey, NASA scored the highest on 15. This is great news, and the data reaffirms that NASA is one of this Nation's best agencies.

According to the survey, NASA's greatest strengths are in such areas as employee job satisfaction, customer orientation, and placing reinvention as a priority. You also gave NASA high marks in involving employees in decisions that affect them, rewarding creativity and innovation, and working together as a team. I am incredibly proud of these results. They are a strong statement of the top-to-bottom excellence of the NASA team.

Although NASA finished first in 15 out of 32 categories, there is still room for improvement. When we work together, we can make NASA even better. First, we are developing plain language standards and tools to communicate more effectively with each other and our customers. Second, managers and supervisors will be held accountable for clearly communicating performance expectations, providing regular feedback and honest appraisals, and taking appropriate action when necessary. Third, we are making every effort to simplify NASA's travel regulations and to provide for more timely reimbursement.

I am personally committed to the continual improvement of NASA. Our Senior Management shares this vision and is committed to taking the steps outlined in NASA's Improvement Strategy, which you can find at [www.nasa.gov/newsinfo/survey.html](http://www.nasa.gov/newsinfo/survey.html). In addition, I want to encourage each and every one of you to communicate your concerns and suggestions for improvement to your supervisor.

NASA is our "home away from home," and as a team, we can make NASA a great place to be. Thank you for your support in making this happen!

Daniel S. Goldin  
Administrator